

Agency Overview

The Division of Veterans Services has the responsibility to provide care and extend financial assistance to disabled and destitute Idaho wartime veterans and their dependents. Services include: managing and operating the Veterans Homes that include 263 nursing care, 36 residential care and domiciliary beds; maintaining an Office of Veterans Advocacy to assist veterans and their families in obtaining federal benefits to which they are entitled (this office is located at 805 W. Franklin Street, Boise, in space furnished by the Department of Veterans Affairs; extending emergency financial assistance to disabled or destitute veterans and their families; and operating the State Veteran's Cemetery located in Boise.

The Division of Veterans Services was transferred from the Department of Health and Welfare to the Department of Self-Governing Agencies in fiscal year 2001. In FY 04 and FY 05, the Division remodeled the Secure Care Unit in the Boise Home and constructed the Veterans Cemetery.

The Division of Veterans Services' revenue comes from miscellaneous funds, federal funds, endowment funds, and general funds. Miscellaneous funds include Medicaid receipts and other payments received for care provided in the Veterans Homes.

Core Functions/Idaho Code

Division of Veterans Services – The Idaho Division of Veterans Services is one of twenty-nine agencies under the auspices of the Department of Self-Governing Agencies. The Division operates with the council of a five-member advisory board, the Idaho Veterans Affairs Commission, whose members are appointed by the Governor of the State of Idaho. Administers the provisions of Title 65, Chapters 1 & 2 and Title 66, Chapter 9, *Idaho Code*.

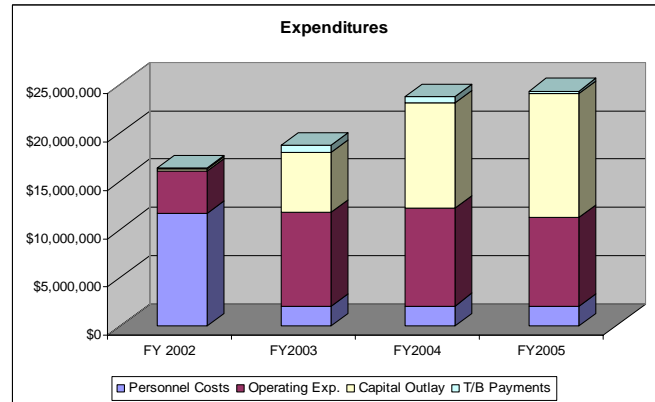
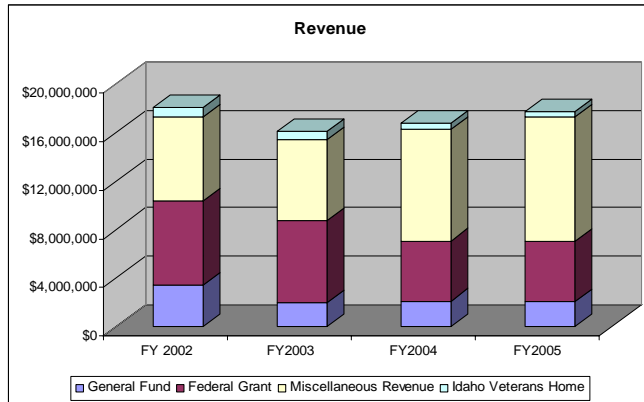
Veterans Homes – The Idaho State Veterans Homes are available to Idaho veterans who served during a peace or wartime period. Skilled nursing care is available to Idaho veterans who are certified as needing such care by a licensed physician. The Boise Home accommodates 131 skilled nursing care beds and 36 residential care and domiciliary beds. The Pocatello and Lewiston Homes accommodate 66 skilled nursing care beds. Provides nursing home care of honorably discharged veterans. Title 66, Chapter 9, *Idaho Code*.

Veterans Cemetery - Operates, manages, maintains and improves the lands and property belonging to the state of Idaho or acquired by the state of Idaho, for a state veterans cemetery. Provides dignified interment services to eligible veterans and their families. Current capacity provides burial spaces for over 25,000 veterans and spouses. Title 65, Chapter 1, *Idaho Code*.

Office of Veterans Advocacy – Provides assistance to veterans in the Homes, as well as outreach and assistance to all veterans, their spouses and dependents to ensure they receive the benefits they are authorized. The office administers the Emergency Relief Program, which provides assistance to veterans and their families. The office is staffed with 14 full-time employees (the Veterans Services Program Supervisor, three Veterans Service Officers, and two Administrative Assistants). Five Service Officers are based out of the Idaho State Veterans Homes – Boise, Lewiston and Pocatello; all report to the Office of Veterans Advocacy Program Supervisor. Title 65, Chapter 2, *Idaho Code*.

Revenue and Expenditures

Revenue	FY 2002	FY 2003	FY 2004	FY 2005
General Fund	\$3,408,100	\$1,992,400	\$2,084,900	\$2,062,000
Federal Funds	\$6,908,900	\$9,720,100	\$10,125,900	\$9,203,200
Miscellaneous Funds	\$6,986,000	\$6,256,700	\$10,871,900	\$12,794,800
Endowment Fund	<u>\$734,800</u>	<u>\$698,800</u>	<u>\$601,100</u>	<u>\$242,400</u>
Total	\$18,037,800	\$18,668,000	\$23,683,800	\$24,302,400
Expenditure	FY 2002	FY 2003	FY 2004	FY 2005
Personnel Costs	\$11,608,200	\$11,392,300	\$11,766,300	\$12,782,800
Operating Expenditures	\$4,401,000	\$5,707,500	\$9,528,200	\$8,298,700
Capital Outlay	\$266,600	\$54,900	\$415,000	\$131,300
Trustee/Benefit Payments	<u>\$51,200</u>	<u>\$34,200</u>	<u>\$31,100</u>	<u>\$45,300</u>
Total	\$16,327,000	\$17,218,900	\$21,740,600	\$21,258,100



Profile of Cases Managed and/or Key Services Provided

Cases Managed and/or Key Services Provided	FY 2002	FY 2003	FY 2004	FY 2005
Number of Veteran benefit dollars coming into the State of Idaho	\$105,383,076	\$70,588,649	\$110,963,465	\$194,738,040
Number of claims filed with the Department of Veterans Affairs and other agencies	1,688	2,307	2,011	2,911
Percent of returned questionnaires from residents and families indicating satisfaction with services	Not Available	98.5%	96.6%	92.6%
Number of satisfactory surveys from the state and federal survey agencies with no more tags issued than the federal or state average.	6	6	7	6
Rate of Division staff turnover compared to industry average	16.82%	21.41%	18.97%	17.29%
Number of new volunteers and annual volunteer hours ¹	39971.3 Hours	67952.6 Hours	83575.8 Hours	59903 Hours
Percent of staff and citizens expressing satisfaction with website and available technology ²	Not Available	473	429	449
Percent of occupied beds in facilities ³	88.1%	91.9%	90.5%	86.6%
Percent of returned questionnaires from families indicating satisfaction with interment services ⁴	Not Available			

¹ Data for FY02 is incomplete

² This is a new performance measure and there is no historical data.

³ Data for FY02 is incomplete

⁴ This is a new performance measure and there is no historical data.

Performance Highlights

Early in 2005, the Idaho State Veterans Cemetery opened up all sections of the cemetery for interments. Sections include full-casket burials as well as placement of cremated remains in either the columbarium wall or in-ground niches. A scatter garden is available for those who wish to scatter the ashes of the deceased veteran or spouse

Also in 2005, the Pocatello Home completed construction of a beautiful, new activity room. This large, well-equipped room provides a dedicated space for residents to conduct on-going as well as special event activities. Residents and families are thrilled with this addition. A similar activity room is being constructed in the Lewiston Home this year.

The Office of Veterans Advocacy in 2005 processed over 2,900 claims and reviewed 19,534 files, resulting in \$194,738,040 expenditures in Idaho. This is an increase of 900 claims and nearly \$84 million over 2004.

For More Information Contact

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